



# Problem Resolution Report

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CoSD Contract No. 554833  
Installation of Computer Monitors on Pre-  
Installed Monitor Arms  
ES/CoSD 028



**Date:** January 31, 2018

**Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement, Contract No. 554833, (the "Agreement") by and between the County of San Diego ("County") and Enterprise Services, LLC, a DXC Technology Company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

**Issue or Problem:**

The Parties wish to add "Install Computer Monitors on Pre-Installed Monitor Arms" to the Optional Item Catalog ("OIC") of the Agreement, for the installation of computer monitors on pre-installed monitor arms.

**Resolution:**

1. The Parties agree that Contractor will install computer monitors on pre-installed monitor arms for a fee of \$15 per install at the County's request or as agreed upon during the refresh field inspection. In the latter situation, the Contractor technician will work with department to determine number of installs required.
2. The Parties agree the installation will be subject to the following conditions:
  - a) Contractor technician may refuse installation if, at his/her sole discretion, the County has improperly installed the arm or the County-installed arm is not compatible with the new monitor.
  - b) By requesting the service through myRequest, County releases Contractor from any liability to the extent arising from County's improper installation of the arm or lack of compatibility (e.g. weight and/or size) of the County-installed arm with the new monitor.
  - c) Contractor technician will do a like for like install only. No ergonomic adjustment will be provided for ErgoMounts, or any other ergonomic mounts.
  - d) Contractor shall provide requesting County department a list assets for which installation was not conducted along with justification so that department can take steps to remediate the issue. Additionally, Contractor shall reimburse County the installation fee paid in advance in the event that Contractor technician does not do a planned installation.
3. A new "Install Computer Monitors on Pre-Installed Monitor Arms" Service will be added to the OIC with a fee of \$15 per install.



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- a) County is expected to have submitted the OIC request in advance of the refresh schedule.
- b) County will be billed after the fact for installs done as part of a refresh if OIC request was not submitted in advance.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**IN WITNESS WHEREOF**, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

#### COUNTY OF SAN DIEGO

By: for John M. Pellegrino

Name: John M. Pellegrino

Title: Director, Department of Purchasing  
and Contracting

Effective  
Date: 2/1/18

#### ENTERPRISE SERVICES, LLC

By: Cathy Varner

Name: Cathy Varner

Title: Director, US Public Sector – Civilian,  
State and Local

Date: January 31, 2018